



# Specialized Supportive Services News

March 2004

## WE ARE HERE TO HELP!

If you are having trouble finding DV shelters for a CalWORKs participant or if your participant is experiencing difficulty trying to access DV services, please call Supportive Services program staff. We will help you to expedite this process and resolve any problems.

If you or your participants experience problems with a CalWORKs contracted provider (MH, SA or DV), let us know. We want to address these issues and correct the problems to provide our participants with the best possible services.

Also, let us know if you have any suggestions to enhance our program. We are always looking for good suggestions.

## PROGRESS REPORTS AND NOTICE FORMS

- PA 1923, Treatment/Services Verification is used by the service provider to verify CalWORKs eligibility and notify the CalWORKs district that the participant is receiving services that are not through a GAIN referral. Providers must sign and date Section A, B, C or D as appropriate. In addition, the participant must sign and date Section E.
- GN 6006B, Service Provider Referral (Page 1 of 2) and CalWORKs Service Results (Page 2 of 2) is used to provide participant information to the provider and to communicate initial service results to the GSW. GSWs shall complete the Service Provider Referral form. CalWORKs Service Results Section A shall also be completed by GSWs. Section B shall be completed by the service provider and Section C by the GAIN participant. This initial report is due within 5 workdays from the start of services.
- GN6007B, Enrollment Termination Notice is used by the providers to communicate service termination information to GSWs. The providers must complete all the appropriate sections. The GN6007B is due to GAIN within 3 workdays from service termination.
- GN6008, Services Provider Progress Report shall be mailed out quarterly to the service providers by the GSWs. The providers must complete Section IV and the service provider identification section of the form and return it to GAIN within 14 calendar days of its receipt. The GN6008 is also used/initiated by the providers to communicate changes in a participant's service status.

***Significant incidents/changes, even if they do not result in a compliance issue must be communicated in writing within 5 working days of the incident/change. Please note, both the GSWs and the service providers share equal responsibility to report a change in a participant's status.***

## SUPPORTIVE SERVICES REMINDER

The PA 1923: *Treatment/Services Verification form* is sent to DPSS Central HELP Line by Domestic Violence, Substance Abuse, and Mental Health Service Providers to verify CalWORKs eligibility for participants receiving supportive services who were not referred for services through the GAIN process. Upon verification of CalWORKs eligibility, the PA 1923 is sent to the appropriate CalWORKs District, Attention: District Director. The case is *immediately* assigned to a Supportive Services Eligibility Worker who expedites the participant's entry into GAIN via the Supportive Services Lotus Notes application and forwards a copy of the PA 1923 to the GAIN Services Worker.

### In Remembrance of Barbara Sullivan



The sudden loss of Barbara Sullivan on February 23, 2004 has greatly saddened the Specialized Supportive Services Section staff, as she was the Director of this Section for the last three years. Barbara started her DPSS career over thirty years ago as an Eligibility Worker in BHI. She worked her way up the ranks and was promoted to Human Services Administrator III in January 2001. During her thirty-year tenure with DPSS, she held various positions and made significant contributions toward meeting the goals of the Department in serving Los Angeles County residents.

Barbara was well thought of and respected by all levels of staff within the Department and all other departments that she worked closely with in the specialized supportive services programs. She made many friends over the years and her presence will certainly be missed by all.

## HSA II: Nadia Mirzayans

### Questions? Comments?

DPSS staff with questions on Supportive Services should call or e-mail:

**Colleen Cunningham**..... (562) 908-6882  
Auditor- Controller Liaison/  
Contract Liaison /PA 1923

*Supportive Services Rep. GAIN VII MAXIMUS, Glendale #02, GAIN Region I, East Valley #11, Belvedere #05*

**Maria Ayala Galvan**..... (562) 908-6868  
Mental Health/Time Limits/Community  
Presentations/Supportive Services Handbook/  
Staff Meeting- Trainings /Combined Steering  
Committee Meeting

*Supportive Services Rep.: South Family #31, Southwest Family #83, El Monte #04, Pomona#36, San Gabriel Valley #20*

**Siphon Van**..... (562) 908-6767  
Statistical Reports/Systems Liaison/Lotus  
Notes/ Six County Case Study/Inventory  
Control/ FCI Program Manager  
*Supportive Services Rep.: GAIN Region III, GAIN Region V, Region VI, Paramount #62, RITE*

**Jean Dean**..... (562) 908-6756  
Substance Abuse/Community Assessment  
Services Center (CASC)/Troubleshooting  
Logs/Proposition 36  
*Supportive Services Rep. GAIN Region II- ACS, Lancaster #34, West Valley #82, West LA #09, Pasadena #03*

**Lola Nevarez**..... (562) 908-6857  
Domestic Violence/Co location/Orientation/  
Pre Screening by Orientation Providers  
*Supportive Services Rep.: GAIN Region IV, Metro North #38, Exposition Park #12, Florence #17, Lincoln Heights #66, Metro East #15*

**Elaine Pounds**..... (562) 908-6876  
Research Studies/Home Interview Program  
*Supportive Services Rep. Cudahy #06, Norwalk #40, Metro Family #13, Compton #26, South Central #27*